

Provider Number	Nursing Home Name	Street
155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE
155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE
155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE
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155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE

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Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
VALPARAISO	IN	46383	2194620508
VALPARAISO	IN	46383	2194620508
VALPARAISO	IN	46383	2194620508
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Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
03/09/2010	04/01/2010
03/09/2010	04/01/2010
08/16/2011	09/09/2011
08/16/2011	09/09/2011
08/16/2011	09/09/2011
08/02/2012	09/18/2012
08/02/2012	09/18/2012
08/02/2012	09/18/2012

Deficiency Type	Deficiency Category
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide activities to meet the interests and needs of each resident.	Few	2
Provide medically-related social	Few	2

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Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency

08/02/2012

09/18/2012

08/02/2012

10/08/2012

08/02/2012

09/18/2012

08/02/2012

09/18/2012

08/02/2012

09/18/2012

09/18/2012

10/08/2012

09/18/2012

10/08/2012



HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

services to help each resident achieve the highest possible quality of life.		
Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Some	2
Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
Provide food in a way that meets a resident's needs.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop and implement policies for 1) screening and training employees; and	Few	2

155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE
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155277	WHISPERING PINES HEALTH CARE CENTER	3301 N CALUMET AVE
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155323	WHISPERING PINES REHABILITATION CENTRE	410 TIOGA RD
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155323	WHISPERING PINES REHABILITATION CENTRE	410 TIOGA RD
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VALPARAISO	IN	46383	2194620508
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VALPARAISO	IN	46383	2194620508
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MONTICELLO	IN	47960	5745836707
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MONTICELLO	IN	47960	5745836707
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09/18/2012

10/08/2012

09/18/2012

10/08/2012

12/11/2012

01/14/2013

08/10/2010

08/27/2010

08/10/2010

08/27/2010

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

# eefacm

Based on Nursing Home Compare - Complaint Deficiency

screening and training employees; and  
the 2) prevention, identification,  
investigation, and reporting of any  
abuse, neglect, mistreatment and  
misappropriation of property.

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
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155323	WHISPERING PINES REHABILITATION CENTRE	410 TIOGA RD
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155323	WHISPERING PINES REHABILITATION CENTRE	410 TIOGA RD
195363	WHISPERING PINES NURSING HOME	309 S LOUISIANA ST
195363	WHISPERING PINES NURSING HOME	309 S LOUISIANA ST



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Based on Nursing Home Compare - Complaint Deficiency

MONTICELLO	IN	47960	5745836707
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MONTICELLO	IN	47960	5745836707
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PLAIN DEALING	LA	71064	3183264259
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PLAIN DEALING	LA	71064	3183264259
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Based on Nursing Home Compare - Complaint Deficiency

08/10/2010

08/27/2010

01/05/2012

01/20/2012

01/05/2012

01/20/2012

03/09/2012

03/22/2012

03/14/2013

04/02/2013

03/14/2013

04/02/2013

07/21/2010

09/04/2010

02/02/2011

02/12/2011

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	Some	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification,	Few	2

195363	WHISPERING PINES NURSING HOME	309 S LOUISIANA ST
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR

PLAIN DEALING	LA	71064	3183264259
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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02/17/2011

02/25/2011

10/06/2010

11/22/2010

10/06/2010

11/22/2010

06/08/2011

07/08/2011

06/08/2011

07/08/2011

06/14/2011

07/08/2011

06/14/2011

07/08/2011

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies



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Based on Nursing Home Compare - Complaint Deficiency

the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.

Provide timely notification to the resident before transfer or discharge.	Few	2
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Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide necessary care and services to maintain or improve the highest well	Few	2
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345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
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345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
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345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
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345348	WHISPERING PINES NURSING & REHAB CENTER	523 COUNTRY CLUB DR
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675386	WHISPERING PINES LODGE I LLP	2131 ALPINE RD
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675386	WHISPERING PINES LODGE I LLP	2131 ALPINE RD
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FAYETTEVILLE	NC	28301	9104880711
FAYETTEVILLE	NC	28301	9104880711
FAYETTEVILLE	NC	28301	9104880711
FAYETTEVILLE	NC	28301	9104880711
LONGVIEW	TX	75601	9037578786
LONGVIEW	TX	75601	9037578786
LONGVIEW	TX	75601	9037578786

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Based on Nursing Home Compare - Complaint Deficiency

08/03/2011

08/17/2011

08/03/2011

08/17/2011

08/17/2011

08/31/2011

06/13/2012

07/05/2012

04/22/2010

05/26/2010

12/15/2010

01/18/2011

02/07/2012

03/15/2012

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

maintain or improve the highest well  
being of each resident.

Provide timely notification to the resident before transfer or discharge.	Few	2
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Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.	Few	2
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Keep residents' personal and medical records private and confidential.	Few	2
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Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Make sure that nurse aides show they have the skills and techniques to be able to care for residents' needs.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Some	2
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675386	WHISPERING PINES LODGE I LLP	2131 ALPINE RD
675386	WHISPERING PINES LODGE I LLP	2131 ALPINE RD
675386	WHISPERING PINES LODGE I LLP	2131 ALPINE RD
675812	WHISPERING PINES A TEXAS GENERAL PARTNERSHIP	910 S BEECH ST
675812	WHISPERING PINES A TEXAS GENERAL PARTNERSHIP	910 S BEECH ST

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Based on Nursing Home Compare - Complaint Deficiency

LONGVIEW	TX	75601	9037578786
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LONGVIEW	TX	75601	9037578786
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LONGVIEW	TX	75601	9037578786
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WINNSBORO	TX	75494	9033425243
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WINNSBORO	TX	75494	9033425243
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Based on Nursing Home Compare - Complaint Deficiency

02/07/2012

03/15/2012

09/05/2012

10/01/2012

04/23/2013

05/17/2013

10/15/2012

11/09/2012

10/15/2012

11/09/2012

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Make sure that the facility is administered in an acceptable way that maintains the well-being of each resident.	Some	2
Try to resolve each resident's complaints quickly.	Some	2
Keep all essential equipment working safely.	Some	2
Protect each resident from mistreatment, neglect and misappropriation of personal property.	Some	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	2